

# Joey Chiao-Yin Hsiao

jcyhsiao@umich.edu • +1 (734) 730-0963 • <http://joeyhsiao.info>  
4365 N. Quad, 105 S. State St., Ann Arbor, MI 48109, USA

---

## RESEARCH INTERESTS

My research interests are Human-Computer Interaction (HCI), Computer-Supported Cooperative Work (CSCW), and Social Computing. I employ qualitative and quantitative research methods to investigate how location-based social applications, such as people-nearby applications, hybrid community applications, sharing economy applications, support newcomers in adapting to a new environment.

---

## EDUCATION

University of Michigan	Ann Arbor, MI, USA
<b>Ph.D in Information</b>	09/2015 – present (expected fall 2020)
Advisor: Dr. Tawanna R. Dillahunt	
National Taiwan University	Taipei, Taiwan
<b>M.S. in Computer Science</b>	09/2010 – 06/2013
Advisor: Dr. Jane Yung-Jen Hsu	
Carnegie Mellon University (Silicon Valley Campus)	Moffett Field, CA, USA
<b>Visiting Scholar</b>	07/2012 – 09/2012
Advisor: Dr. Ted Selker	
National Taiwan University	Taipei, Taiwan
<b>B.S. in Computer Science</b>	09/2006 – 06/2010

---

## PUBLICATIONS

### Peer-Reviewed Journal Articles

- [J1] Hsiao, J. C.-Y. and Dillahunt, T. R. (2018). [Technology to Support Immigrant Access to Social Capital and Adaptation to a New Country](#). *Proceedings of the ACM on Human-Computer Interaction*, Vol. 2, CSCW, Article 70. (acceptance rate: 25.6%).

### Peer-Reviewed Conference Proceeding Papers

- [C5] Dillahunt, T. R. and Hsiao, J. C.-Y. (2020). Positive Feedback and Self-reflection: Features to Support Self-efficacy among Resource-constrained Job Seekers. To appear in *Proc. of The ACM CHI Conference on Human Factors in Computing Systems 2020 (CHI '20)* (acceptance rate: 24.3%).
- [C4] Hsiao, J. C.-Y., Moser, C., Schoenebeck, S., and Dillahunt, T. R. (2018). [The Role of Demographics, Trust, Computer Self-efficacy, and Ease of Use in the Sharing Economy](#). In *Proc. of the 1st ACM SIGCAS Conference on Computing and Sustainable Societies (COMPASS '18)*, Article 37 (Presenter).
- [C3] Hsiao, J. C.-Y., and Dillahunt, T. R. (2017). [People-Nearby Applications: How Newcomers Move Their Relationships Offline and Develop Social and Cultural Capital](#). In *Proc. of the 2017 ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '17)*, 26-40 (acceptance rate: 33%; Presenter).
- [C2] Rajan, R., Hsiao, J. C.-Y., Lahoti, D., and Selker, T. (2013). [“Roger that!” - The Value of Adding Social Feedback in Audio-mediated Communications](#). In *Proc. of IFIP TC.13 International Conference on Human-Computer Interaction 2013 (INTERACT '13)*, 471-488 (acceptance rate: 31%).
- [C1] Tsai, W.-C., Hsiao, J. C.-Y., Lee, H.-C., Huang, C.-H., Hu, J.-C., Liang, R.-H., and Hsu, Y.-J. (2013). [Designing a Reminiscence Aid in Personal Soundscape](#). In *Proc. of International Association of Societies of Design Research 2013 (IASDR '13)*, 5150-5160.

### Posters, Workshop Papers, and Presentations

- [P8] Hsiao, J. C.-Y. (2019) [Fostering Immigrants' Trust in Online Local Social Exchange](#). Presented at *The 22nd ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '19)*, Doctoral Consortium (Presenter).
- [P7] Haimson, O. L., Semaan, B., Dym, B., Hsiao, J. C.-Y., Herron, D., and Moncur, W. (2019) [Life Transitions and Social Technologies: Research and Design for Times of Life Change](#). Workshop at *The 22nd ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '19)*.

## Posters, Workshop Papers, and Presentations (Cont.)

- [P6] Hsiao, J. C.-Y., Dillahun, T. R. (2017) [Detecting Life Changes: Increasing Opportunities to Benefit from People-Nearby Applications](#). In Proc. of *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2017 (CHI EA '17)*, 1700 - 1707 (Presenter).
- [P5] Hsiao, J. C.-Y., Pan, M.-H., Wang, H.-C., and Hsu, Y.-J. (2015) Let's Solve It Together: Introducing Crowd Workers to Friendsourcing for Improving Creative Design. Presented at *The Taiwan Computer-Human Interaction Workshop 2015 (Tai-CHI '15)* (Presenter).
- [P4] Hsiao, J. C.-Y., Pan, M.-H., Wang, H.-C., and Hsu, Y.-J. (2015). [The Price of the Priceless: Understanding Estimated Costs of Work in Friendsourcing](#). In *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2015 (CHI EA '15)*, 1893-1898 (Presenter).
- [P3] Tsai, W.-C., Lee, H.-C., Hsiao, J. C.-Y., Liang, R.-H., and Hsu, Y.-J. (2013). [Framing Design of Reminiscence Aids with Transactive Memory Theory](#). In *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2013 (CHI EA '13)*, 331-336.
- [P2] Tsai, W.-C., Hsiao, J. C.-Y., Lee, H.-C., Huang, C.-H., and Hsu, Y.-J. (2012). In Search of Lost Sounds: Designing a Reminiscence Aid in Everyday Soundscape. Presented at *The ACM conference on Designing Interactive Systems 2012 (DIS '12)*.
- [P1] Hsiao, J. C.-Y., Jih, W.-R., and Hsu, Y.-J. (2012). [Recognizing Continuous Social Engagement Level in Dyadic Conversation by Using Turn-taking and Speech Emotion Patterns](#). Presented at *AAAI '12 Activity Context Representation Workshop (ACR '12)* (Presenter).

## Unpublished Theses and Research Reports

- [U3] Hsiao, J. C.-Y. (2018). Social Network Matters: Opportunities for Technologies to Support Immigrants' Jobseeking. *Field Prelim*, School of Information, Univ. of Michigan.
- [U2] Hsiao, J. C.-Y. (2017). Can People-Nearby Applications Benefit Newly-Arrived Immigrants? An Exploratory Study. *Pre-candidacy research paper*, School of Information, Univ. of Michigan.
- [U1] Hsiao, J. C.-Y. (2012). Assessing Engagement in Conversation by Hierarchically Decomposing Emotion and Interaction. *Master's Thesis*, Dept. of Computer Science and Information Engineering (CSIE), Natl. Taiwan Univ.

---

## RECENT PROJECTS

Designing Social Technologies to Support Newly Arrived Immigrants' Adaptation

**Project Leader**

Summer 2016 - Present

Exploring socio-technical factors that affect recent immigrants' engagement in using social applications to interact with ethnically mixed user communities, and designing technology interventions that address these factors.

Designing Next-Generational Employment Tools for Underserved Job Seekers

**Project Leader**

Fall 2018 - Present

Designing, deploying, and investigating novel employment tools' influences on resource-constrained job seekers' job search.

Investigating Factors Influencing Participation in the Sharing Economy

**Research Assistant**

Fall 2017 - Spring 2018

Examining the effects of online trust, demographics, and digital literacy on people's participating in the digital sharing economy.

Discovering People-Nearby Applications' Potential Benefits for People who Face Life Transitions

**Project Leader**

Fall 2015 - Spring 2016

Studying how people who are new to an area use people-nearby applications' (PNAs) to develop social capital and what are the concerns associated to their use.

---

## HONOR

Graham Sustainability Institute, University of Michigan	Ann Arbor, MI, USA
<b>Dow Sustainability Doctoral Fellowship</b>	2020
Was granted \$15,000 for research on designing social technologies to support immigrants' adaptation and local communities' sustainability; Only ten UM doctoral candidates were granted with the fellowship.	
University of Michigan	Ann Arbor, MI, USA
<b>Rackham Pre-candidate Research Grant</b>	2016
Was granted \$1,500 for conducting research on the project that explores immigrants' social technology use for adaptation.	
Dept. CSIE, Natl. Taiwan Univ.	Taipei, Taiwan
<b>Graduation Representative</b>	2012
Was chosen as the recognized master's student for leadership and active participation in student affairs of the department	

---

## PROFESSIONAL EXPERIENCE

Social Innovations Group, School of Information, Univ. of Michigan	Ann Arbor, MI, USA
<b>Graduate Student Research Assistant</b>	09/2015 – present
Lead research projects of the Social Innovations Group (SIG), which are focused on designing technologies to help low-resourced populations seek employment and education (Advisor: Dr. Tawanna R. Dillahunt)	
UX Team, Intel-NTU IoX Center	Taipei, Taiwan
<b>Workshop Organizer</b>	03/2015 – 05/2015
Organized the collaborative workshop on design thinking of Stanford d.school and National Taiwan University IoX Center	
<b>Research Assistant</b>	07/2014 – 07/2015
Carried out research on user experience and natural user interface under smart environment as the only M.S. member in the team (Advisor: Dr. Bing-Yu Chen)	
Collaborative & Social Computing Lab, Dept. CS, Natl. Tsing-Hua Univ.	Hsinchu, Taiwan
<b>Visiting Research Assistant</b>	07/2014 – 07/2015
Led a project on friendsourcing, aiming to understand how social capital works when a SNS user requests resources on her/his own social network (Advisor: Dr. Hao-Chuan Wang)	
Taiwan Army (Mandatory Military Service)	Taichung, Taiwan
<b>Company Chief Consultant (Second Lieutenant)</b>	08/2013 – 07/2014
Handled psychological consulting, human resources management, and welfare of a military company with 40+ members	
Intelligent Agents Lab, Dept. CSIE, Natl. Taiwan Univ.	Taipei, Taiwan
<b>System Administrator</b>	03/2011 – 07/2013
Managed devices and web services for 30+ lab members	

---

## PROFESSIONAL SERVICES

<b>Academic Events &amp; Activities</b>	
<i>ACM MobileHCI 2019</i>	09/2017 – 10/2019
Student Volunteer Chair	
<i>Taiwan CHI 2015</i>	01/2015 – 07/2015
Organizing Committee	
<i>OpenHCI Workshop 2014 (student-organized workshop on HCI in Taiwan)</i>	01/2014 – 07/2014
Steering Committee	
<i>OpenHCI Workshop 2013</i>	01/2013 – 07/2013
Program Chair	
<i>OpenHCI Workshop 2011</i>	01/2011 – 07/2011
Registration and Volunteer Chair	

---

## PROFESSIONAL SERVICES (Cont.)

### Social Events & Activities

<i>Univ. of Michigan, School of Information</i>	08/2018 - 07/2019
Doctoral Committee - Student Representative	
<i>First Taiwan Night at CSCW</i>	2019
Organizing Committee	
<i>Annual Taiwan Night at CHI</i>	2015 - 2018
Organizing Committee	

### Reviewer

ACM CHI 2017 - 2020; ACM CSCW 2017, 2018, 2020; ACM MobileHCI 2018 & 2019; ACM TEI 2017

### Conference Student Volunteer

ACM CSCW 2018, 2019; ACM COMPASS 2018; ACM CHI 2017

---

## TEACHING EXPERIENCE

### Teaching Assistant/Graduate Student Instructor

<i>School of Information, Univ. of Michigan</i>	Winter 2018
SI-622: Usability Testing	
Instructor: Prof. Joyojeet Pal	
<i>School of Information, Univ. of Michigan</i>	Fall 2017
SI-501: Contextual Inquiry	
Instructor: Prof. Kentaro Toyama	
<i>Dept. CSIE, Natl. Taiwan Univ. &amp;</i>	
<i>Dept. Design, Natl. Taiwan Univ. of Tech. and Sci.</i>	Spring 2013
Advanced Human-Computer Interface/User-Oriented Innovation Design	
Instructor: Prof. Hsien-Hui Tang & Prof. Mike Y. Chen	
<i>Dept. CSIE, Natl. Taiwan Univ.</i>	Fall 2011
Introduction to Computer Science	
Instructor: Prof. Jane Yung-Jen Hsu	

### Student Team Coach

<i>OpenHCI Workshop 2011</i>	07/2011
------------------------------	---------

---

## SPEAKING ENGAGEMENT

### Invited Speaker

<i>SI699: Mastery User Experience Research and Design</i>	School of Information, Univ. of Michigan 12/2019
---	---

### Lightning Speaker

<i>iDEI: Talks at the Intersection of Information, Diversity, Equity &amp; Inclusion</i>	Univ. of Michigan 10/2018
--	------------------------------